



PROVIDER SCORECARD Adult Medicaid

SURVEY QUESTIONS	HEALTH PLAN'S SCORE
Rating of Personal Doctor	75%
Rating of Specialist	78%
Show respect for what you had to say	92%
Explain things in a way you could understand	92%
Doctor spent enough time with you	83%
Doctor listened carefully to what you had to say	90%
Advised Smokers and Tobacco Users to Quit Smoking	66%
Discussed Cessation Medications	34%
Discussed Cessation Strategies	37%

We thank you for participating in our customer satisfaction survey. Results were gathered using the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. Your valuable feedback will help us serve you better and continue to improve our service offering to you.